

TEACHERS' RETIREMENT BOARD
BENEFITS AND SERVICES COMMITTEE

SUBJECT: LEVEL OF SERVICE STANDARDS

ITEM NUMBER: 7

ATTACHMENT: 1

ACTION: _____

DATE OF MEETING: February 8, 2001

INFORMATION: X

PRESENTER(S): Michael Carter

EXECUTIVE SUMMARY

The Level of Service report provides the Benefits and Services Committee with the necessary information to fulfill its oversight responsibility regarding the delivery of benefits and services to CalSTRS members. The following reports for the month of December 2000.

I. Overview

- A. Fiscal Year Allowance Roll: CalSTRS paid a total of 166,985 benefit recipients \$304,444,784 in December 2000. The average monthly allowance roll for FY 2000/01 is \$302,759,367. Total disbursements for FY 2000/01 are \$1,816,556,202.
- B. Service Levels: All programs are performing within acceptable variance levels.
- C. Application Volume: An overall decrease of six percent in comparison to the same period last fiscal year.
- D. Interest Payments: The total interest payment cumulative volume for FY 00/01 increased 19 percent as compared to the same period in FY 99/00. The dollar amount of interest paid increased 89 percent as compared to the same period last year.

II. Individual Program Reports: Pages 1-7

III. Miscellaneous Items: Pages 8 - 9

CalSTRS PRODUCTION OBJECTIVES 2000-2001 FISCAL YEAR

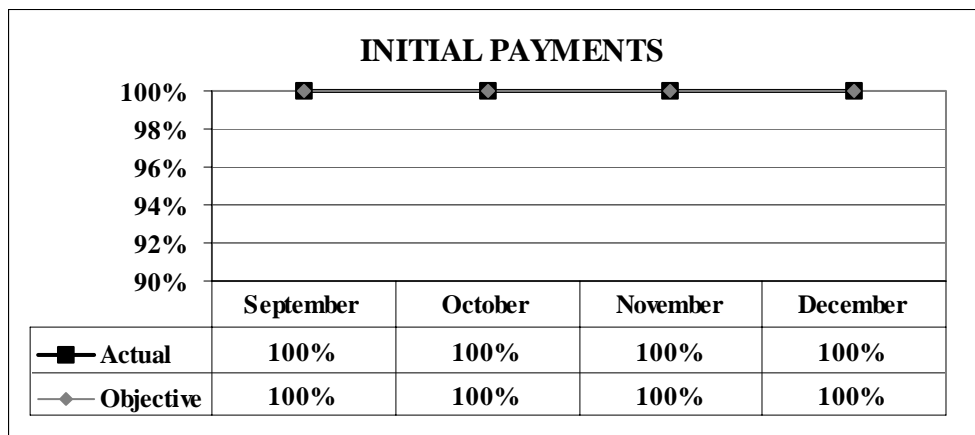
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Service Retirements

Objective Process 100 percent of all service retirement application payments within 30 days of the retirement effective date or receipt of completed application, whichever is later.

Application Volume Change Minus 19 percent in comparison to same period last fiscal year.

Baseline FY 1998/99 actual: 99 percent



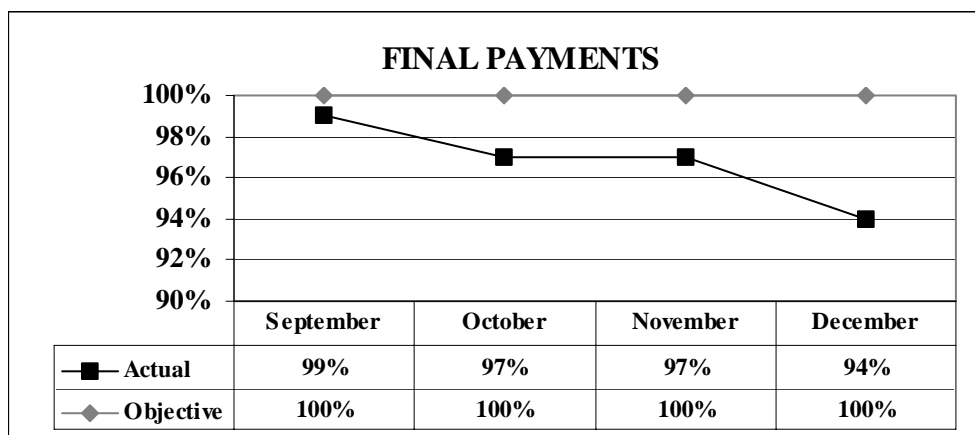
Year to Date Average: 100%

Objective Process 100 percent of all final service retirement payments within 45 days of receipt of all necessary information.

Interest Payments December 2000: 28 payments/\$44

Current Year Cumulative:
245 payments/\$1,989
Current Year Monthly Average:
41 payments/\$332
Prior Year Monthly Average:
38 Payments/\$205

Baseline FY 1998/99 actual: 98 percent



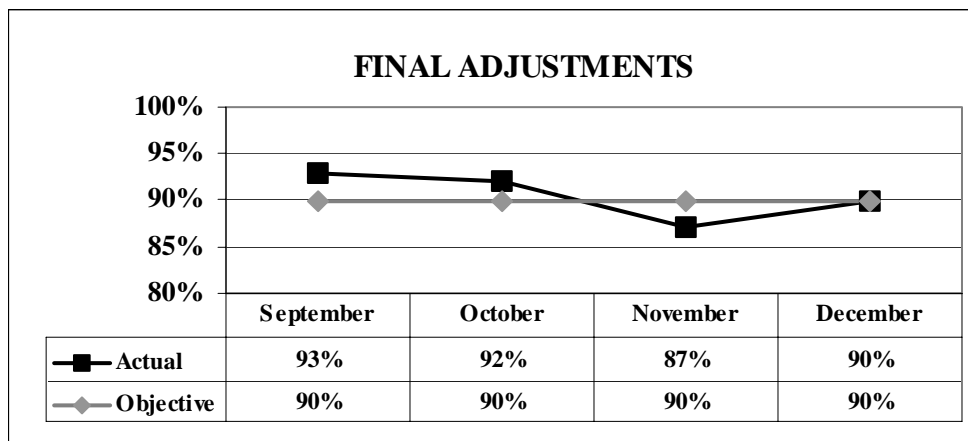
Year to Date Average 97%

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Service Retirements

Objective Finalize 90 percent of all payments within four months of the retirement effective date.



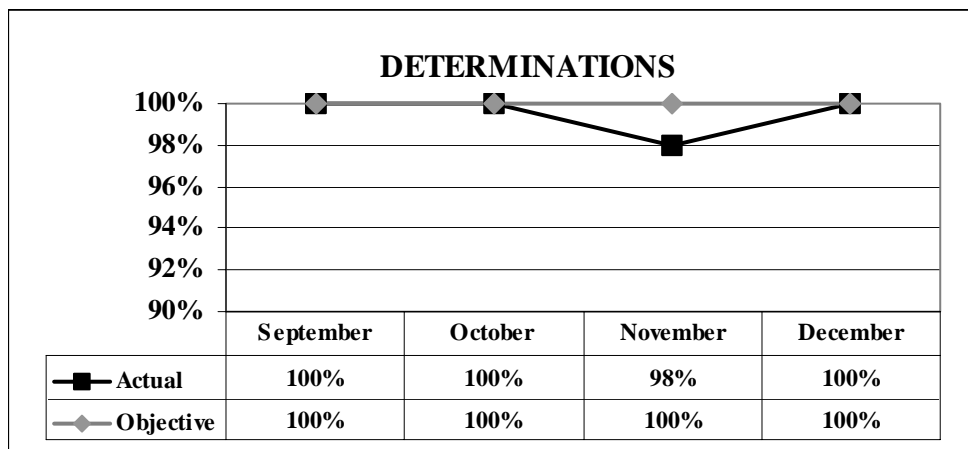
Baseline FY 1998/99 actual: 91 percent

Year to Date Average: 92%

Disability

Objective Process 100 percent of all eligible applications within 180 days of receipt.

Application Volume Change Minus 9 percent in comparison to same period last fiscal year.



Baseline FY 1998/99 actual: 99 percent

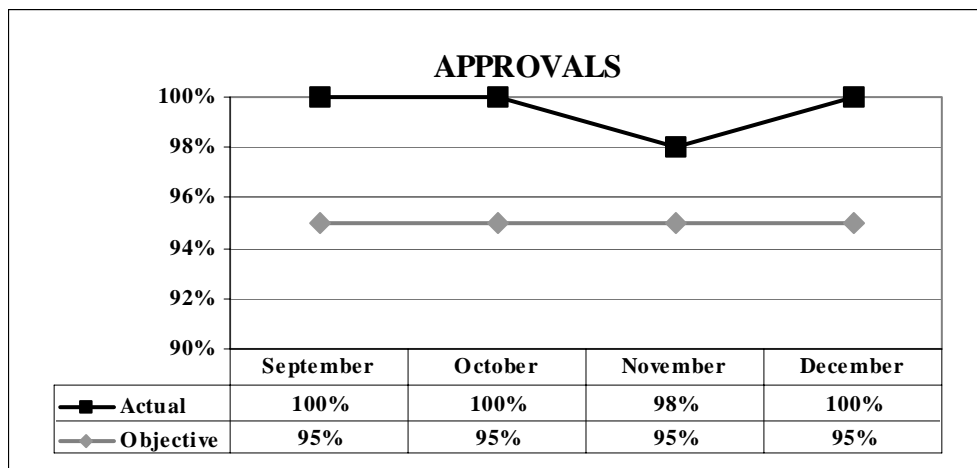
Year to Date Average: 100%

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Disability

Objective Process 95 percent of all approvals within 30 days of receipt of all necessary information.

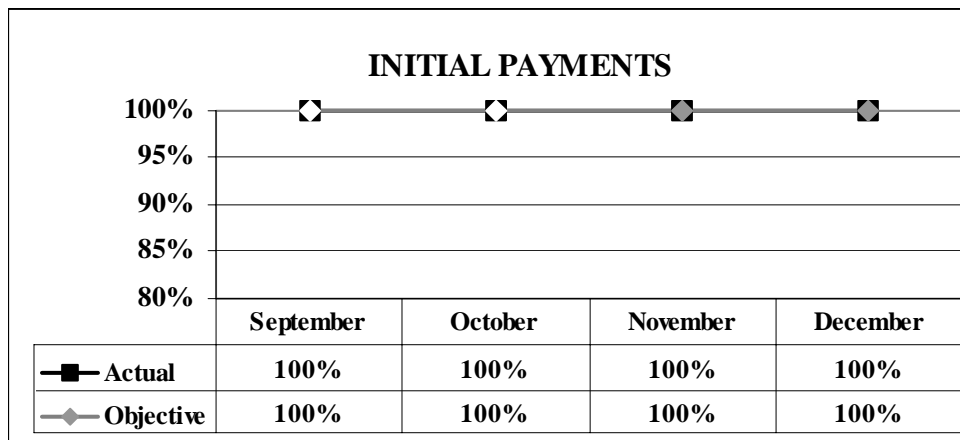


Baseline FY 1998/99 actual: 100 percent

Year to Date Average: 100%

Objective Process 100 percent of all initial payments within ten working days following the latter of the disability approval date, disability effective date or receipt of all necessary information.

Interest Payments December 2000: None
Current Year Cumulative: None
Current Year Monthly Average: None
Prior Year Monthly Average: None



Baseline FY 1998/99 actual: 100 percent

Year to Date Average: 100%

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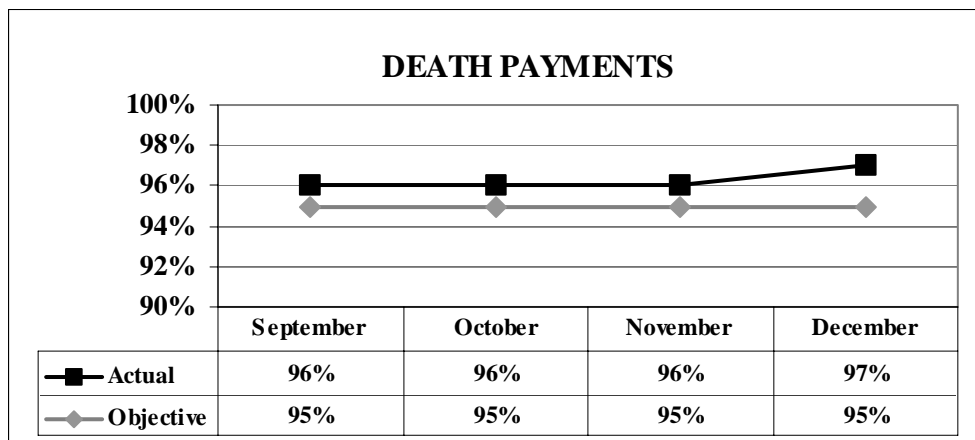
Survivor Benefits

Objective Process 95 percent of all applications within 30 days of receipt of all necessary information.

Application Volume Change There was a 6 percent increase in comparison to same period last fiscal year.

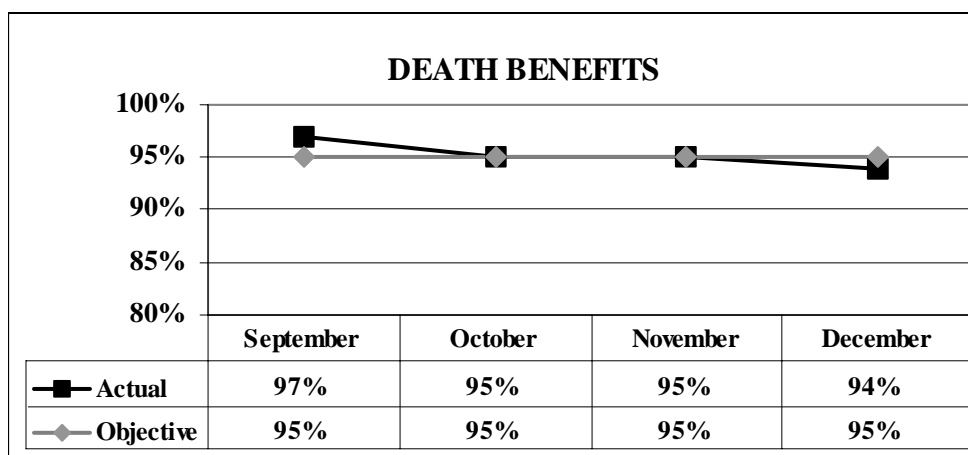
Interest Payments December 2000: 22 payments/\$252
Current Year Cumulative:
135 payments/\$4,761
Current Year Monthly Average:
23 payments/\$794
Prior Year Monthly Average:
15 payments/\$391

Baseline FY 1998/99 actual: 97 percent



Year to Date Average: 96%

Objective Complete 95 percent of all payments for retired members within 90 days of receipt of notification of death.



Baseline FY 1998/99 actual: 93 percent

Year to Date Average: 96%

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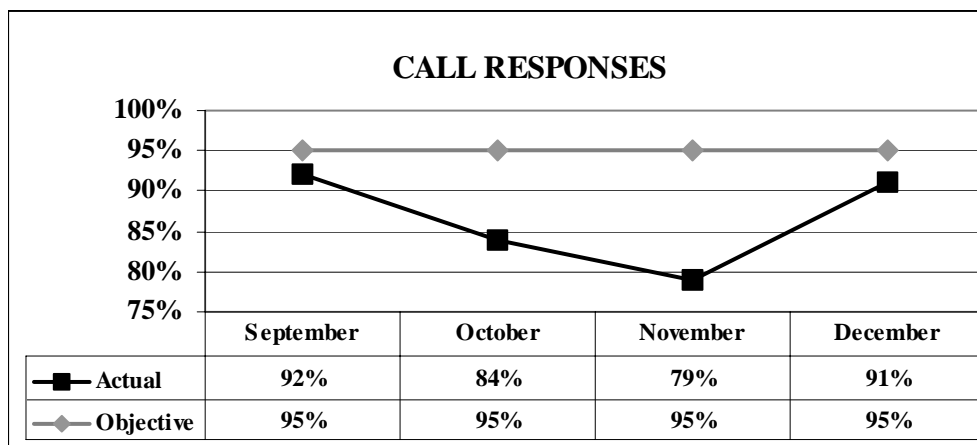
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Public Service

Objective Answer 95 percent of all calls in less than three minutes.

Volume Change 12.63% percent increase.

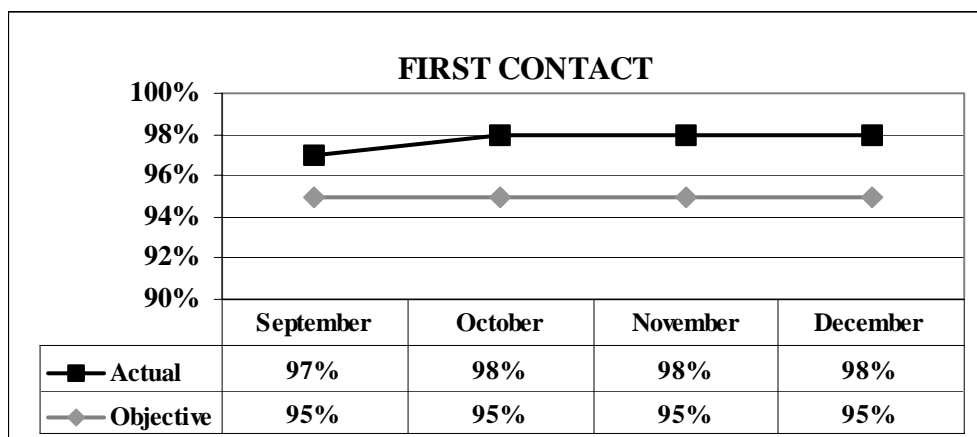
Notes Average queue time: 58 seconds
Longest queue wait: 11 minutes



Baseline FY 1998/99 actual: 94 percent
FY 1996/97 Objective:
75 percent/less than three minutes.

Year to Date Average: 89%

Objective Answer 95 percent of all calls on the first contact.



Baseline FY 1998/99 actual: 98 percent

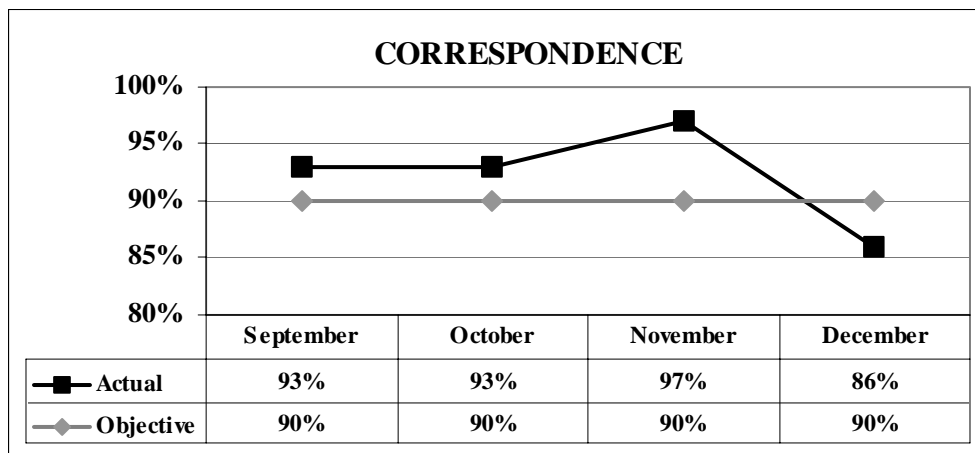
Year to Date Average: 98%

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Public Service

Objective Respond to 90 percent of all correspondence in ten working days.

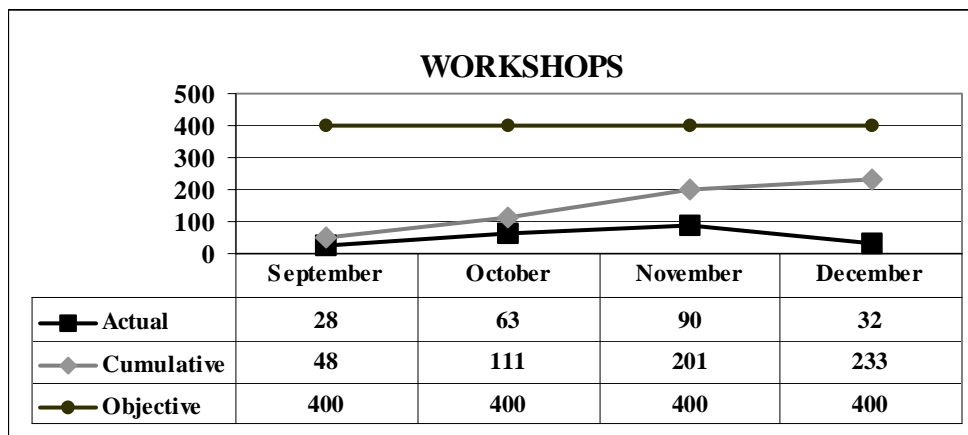


Baseline FY 1998/99 actual: 94 percent

Year to Date Average: 92%

Regional Counseling Services

Objective Conduct 400 workshops



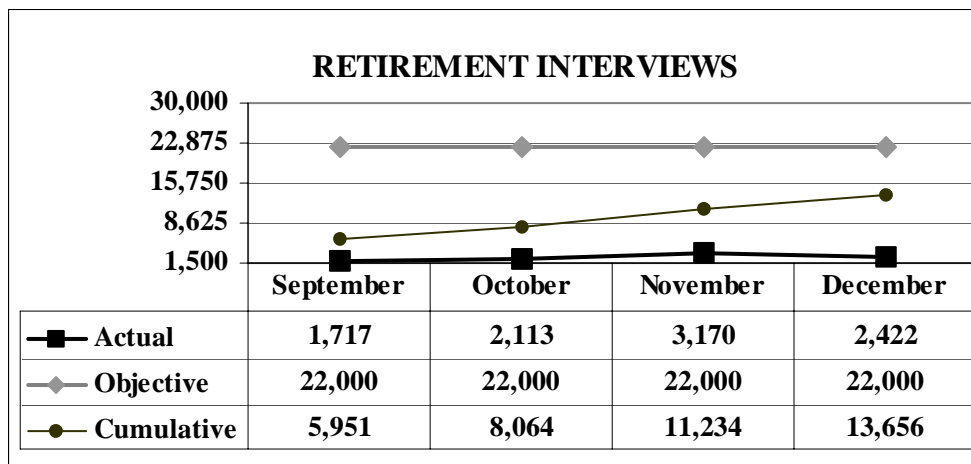
Baseline FY 1998/99 actual: 491

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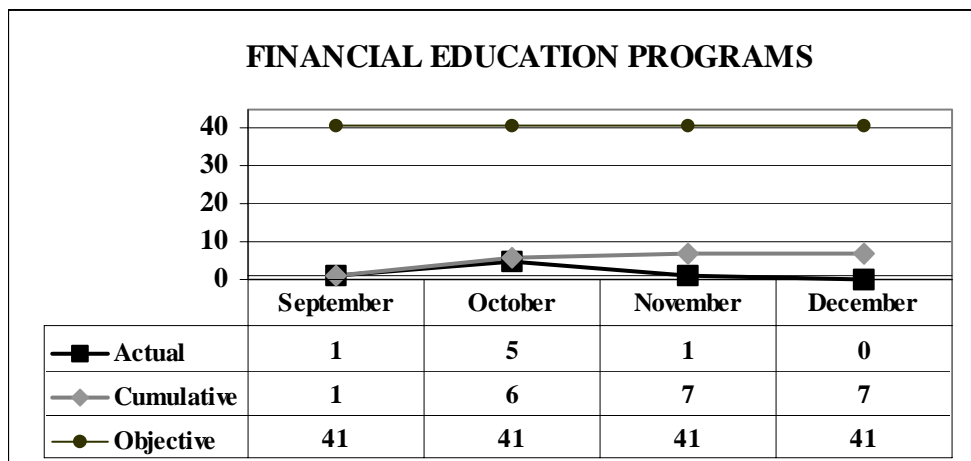
Regional Counseling Services

Objective Provide 22,000 retirement interviews.



Baseline FY 1998/99 actual: 24,657

Objective Deliver 41 Financial Education Program to CalSTRS members.



Baseline FY 1998/99 actual: 32

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III. Miscellaneous

A. Outstanding Survivor Benefit Cases: The Education Code requires a report to the Board on outstanding Survivor Benefit cases not paid within six months of the notification of death. As of December there were 69 exceeding this threshold. In November 2000, there were 62 cases beyond the six-month processing period, while in October 2000, there were 63 cases exceeding the six-month threshold.

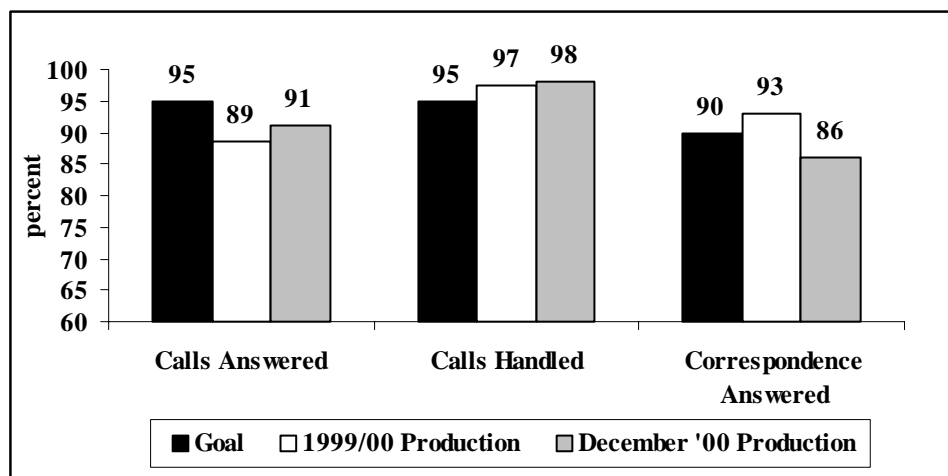
B. One-Year Final Compensation: During the current fiscal year, two school districts have chosen to participate in this program.

C. Golden Handshake:

July – December 1999 78 districts / 85 participants

July - December 2000 29 districts / 129 participants

D. Telephone Center:



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D. Telephone Center: (continued)

